

City of San José
CLASS SPECIFICATION

PUBLIC SAFETY RADIO DISPATCHER TRAINEE (FT) (8532)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police, Fire	Senior Public Safety Radio Dispatcher	Non-Exempt

CLASS SUMMARY

Under immediate supervision, learns to dispatch police, fire and emergency medical personnel and equipment; actively participates in a Basic Dispatch training course, as assigned by the hiring department; performs all related learning and testing activities; participates in field training exercises as needed to fully develop dispatching skills; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry-level training classification for public safety dispatching within the City of San Jose. Incumbents are provided with formal training, both in the classroom and in the field, in order to develop the knowledge, skills and abilities necessary to perform the full range of public safety dispatching functions. This class can be distinguished from the class of Public Safety Radio Dispatcher because the latter is the journey-level class where incumbents are required to handle the full range of telephone answering and dispatch functions under general supervision. Trainees must complete the training program and be appointed to the class of Public Safety Radio Dispatcher in order to retain employment.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience : Successful completion of high school and one year of experience receiving, processing and/or dispatching calls in a radio dispatch or call center **OR**, successful completion of high school and three years of experience working in public contact employment.

Required Licensing (such as driver's license, certifications, etc.)

None.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

None.

Basic Knowledge, Skills and Abilities

(Needed at entry into the job in order to perform the essential duties.)

- Ability to learn to accurately and quickly how to enter information in the computer system while receiving information via radio and telephone.

- Ability to learn radio codes used in computer-aided dispatch.
- Ability to retain composure and work accurately under pressure in emergency situations.
- Ability to read, write, spell, and speak in clear and concise English.
- Ability to pass an intensive police background investigation.
- Ability to deal tactfully with the public and others.
- Ability to follow oral and written instructions.
- Ability to learn and interpret maps.
- Ability to work in a confined area and wear a radio headset.
- Ability to type.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Knowledge of City emergency telephone answering and law enforcement or dispatching techniques, policies and procedures.
- Knowledge of the general policies and procedures pertaining to the operation of the City dispatch center.
- Knowledge of primary roads, streets, highways, areas, major buildings and public facilities within the City's boundaries.
- Ability to analyze responses from law enforcement computer networks for compatibility with the original request.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Learns to dispatch police and fire personnel and equipment on both routine and emergency calls utilizing the computer aided dispatch system, video display terminals, radio dispatching consoles, and related equipment; learns to monitor and maintain the status of assigned public safety personnel and equipment; learns to initiate fire equipment move-ups to ensure adequate city-wide fire protection; learns to analyze situations accurately and take effective action to help assure officer safety.	95%
2.	Answers the telephone and receives emergency, non- emergency, and 9-1-1 requests for assistance; evaluates the information and creates a CAD system event by typing live conversation text and strings into a CAD system, transferring the call to the proper emergency service provider, or providing information to the caller.	5%
3.	Inquires, interprets, verifies, receives, and disseminates information from law enforcement computer networks relating to wanted persons, stolen property, vehicle registration, etc.	As Required
4.	Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.	As Required
5.	May be responsible for completing reports on routine non-emergency type calls in accordance with established procedures.	As Required

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6.	Determines and reports the need for equipment repairs and may call back communications and other maintenance personnel for emergency repair of facilities and equipment.	As Required
7.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) or “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

CLASSIFICATION HISTORY: Established 9/09; s000
